

Project to Provide Recommendations to  
Improve the Town's Efficiency while  
Maintaining Services

Town of Chapel Hill, North Carolina

***Kick-Off Meeting of the Budget Review Advisory Committee***



January 26, 2005

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# Meeting Outline

- ❑ Introductions
- ❑ Discussion of Project Roles
  - Budget Review Advisory Committee
  - City Staff
  - MAXIMUS, Background and Project Team
- ❑ Project Approach
  - Methodology
  - Scope
  - Task Plan and Tentative Schedule
- ❑ Meeting Schedule
- ❑ General Discussion
- ❑ Adjournment

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# About MAXIMUS

- ❑ Over 12,000 projects for 3,200 clients
- ❑ N.C. local government clients include
  - 81 operations consulting engagements
  - 104 annual cost plan clients
- ❑ Engagements over past several years include:

Category	Depts. Reviewed	Category	Depts. Reviewed
Governance	102	Finance	318
Public Works and Utilities	468	Information Technology	76
Public Safety	461	Human Resources	49
Land Development/Regulation	158	Health and Social Services	81
Culture, Parks, Recreation	120		



# MAXIMUS Project Team

Chapel Hill  
Town Council

Chapel Hill  
Town Manager and Staff

Budget Review  
Advisory Committee

**Craig Fraser**  
Director, Public Safety

30 Yrs Experience  
*Winston-Salem PD*  
Former Police Administrator

**Ken Murray**  
VP, Project Director

30 Yrs Experience  
*N.C. League of Municipalities*  
Former City Manager

**Mark Carpenter**  
Sr Mgr, Admin Services

20 Yrs Experience  
*Charlotte City Manager's Office*

**David Eisenlohr**  
Sr VP, Quality Assurance

25 Yrs Experience  
Former Asst City Manager

**Mark Olson**  
Sr Mgr, Public Services

15 Yrs Experience  
Former Budget Director,

**John Ostrowski**  
Sr Consultant/Mgr, All  
Functions

25 Yrs Experience  
Former Mgmt Auditor

**Diane Mazo**  
Sr Mgr, Client Svc Mgr  
Comparative Data Collection

20 Yrs Experience  
Mgr, NC Cost Services Office  
Serving over 100 NC  
local governments

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# Understanding Chapel Hill's Needs

## ❑ Evaluation of Town Services

- Opportunities to decrease costs
- Opportunities to increase efficiency
- Maintaining effective services
- Identify non-tax revenue alternatives

## ❑ Project Methodology

- Highly interactive process
- Diagnostic using industry best practices
- Operational analysis using various techniques
- Development of viable recommendations
- Detailed implementation planning



# Project Scope

- ❑ Capital Planning
- ❑ Fire/EMS first response, emphasis on cost recovery
- ❑ Police
- ❑ Public Housing maintenance functions
- ❑ Transit
  - Administrative management
  - Fleet management

- ❑ Land Development & Regulation
  - Engineering
  - Planning
  - Inspections
- ❑ Non-tax revenue generation
  - Indirect charges and overhead
  - Fees
  - Permits



# Task Plan and Tentative Schedule

Project Task		Tentative Time Frame	Suggested BRAC Meeting
1	Project Finalization & Management	Jan. 26, Management on-going	January 26
2	Preliminary Interviews	Feb. 7 - 11, 2005	
3	Best Practices Analysis	Feb. 14 – 25, 2005	February 21
4	Diagnostic Report	Feb. 21 - 28, 2005	February 28
5	Detailed Data Collection	Feb. 28 – March 11, 2005	
6	Staffing and Operational Analysis	March 14 – 28, 2005	March 14
7	Draft Report	March 21 – March 28, 2005	April 4
8	Final Report and Implementation Plan	April 4 – 11, 2005	April 11
9	Presentation to Town Council	April 11, 2005	
10	Post-Implementation Review	6 months after project completion	
<p>This schedule is tentative, for scheduling discussion with the BRAC; project management will modify the schedule based on the BRAC planned meeting schedule and availability of Town staff</p>			



# General Discussion



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